

E-D1346A-08-D172



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ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 80330

Date: 7/13/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Gordon**

Boesen

Account Name: Gordon Boesen

Home:

Street:

Work: (000) 000-0000

City: Surprise

CBR:

State: AZ Zip: 85388

is: E-Mail

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For Assignment

Contact Phone:

Nature of Complaint:

I believe that APS is attempting to take advantage of the guidelines and rules in order to maximize. From out perspective they have no cost of doing business since they bill for everything from the poles to the meter reader separately. For example in a July bill the cost of Electricity for my daughter's Apartment in Tempe was \$106.00 after all of the allowed fees it was \$183, then after taxes it was \$202. A business must assume some responsibility for the cost of doing business. This particular industry has taken advantage.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition

7/13/09 email response to Mr. Boesen

July 13, 2009

RE: ARIZONA PUBLIC SERVICE

Dear Customer:

Your letter regarding the Arizona Public Service ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though

Arizona Corporation Commission

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JUL 22 2009

DOCKETED BY

[Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

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constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 7/13/2009

Opinion No. 2009 - 80330

E-0345A-08-0172

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2009 - 80487

Date: 7/20/2009

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Kathy

Fenton

Account Name:

Kathy Fenton

Home:

Street:

Work: (000) 000-0000

City:

Glendale

CBR:

State:

AZ

Zip: 85318

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For Assignment

Contact Phone:

Nature of Complaint:

Letter received from customer

We received a notification of another APS rate increase - when is this going to stop? We moved into our 1750 sqft house in 2001 @ this time our budget plan pymt amount was \$ 82.00 per month. We are now paying \$ 142.00 per month on the mthly budget plan. Our rates keep going up. Since 2001, our 2 children moved out in 2005 - so we have 2 adults living here. We filled in our swimming pool also in 2005. We don't use our oven, washer & dryer during peak hours - in fact we only use these appliances on the weekends! We have a electronic controlled thermostat which is set on 80 during the day and 76 at night (after 9:00). We even have a swamp cooler, which we use Until the dew point gets unbearable. But still our rates keep going up. We get lectured to conserve energy, which we do, and again I will repeat - our rates just keep going up. Who is watching how APS is spending the money? Why such big profits? Who is watching how APS is running their business? I'm so tired of paying more all the while not using more. So far, per APS's little daily use schedule, our electric use is down 4 out of the 6 mths shown. But yet, APS is wanting another rate increase? Why should we be conserving? We keep getting the shaft. I'm really tired of it. APS's motto should be - Be a fool conserve so we can charge you more!!! Please vote against this rate increase and the other requests that will come!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/20/09 I left a detailed voice mail message for Ms. Denton advising her that the Commission was in receipt of her letter regarding her opposition of the APS increase in rates application. I also answered the questions she had listed on the opinion. I mentioned that her opinion would be filed with Docket Control to be made part of the record. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 7/20/2009

Opinion No. 2009 - 80487
